



U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

400 Seventh Street, S.W.  
Washington, D.C. 20590

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If you requested NHTSA to query its database files in order to identify a specific crash, then that query was made using non-personal descriptors you provided for use in our search. This motor vehicle crash may have been identified from a data search and matches the general, non-personal descriptors you provided, but we cannot confirm that this is the specific crash report you requested.

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\*\*\*    \*\*\*    \*\*\*



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TRANSPORTATION SCIENCES CENTER  
ACCIDENT RESEARCH GROUP

Division of Arvin/Calspan

CALSPAN ON-SITE INADVERTENT AIR BAG DEPLOYMENT INVESTIGATION

CALSPAN CASE NO. 92-8

VEHICLE - 1990 PLYMOUTH ACCLAIM

LOCATION - [REDACTED], GA

INCIDENT DATE - [REDACTED] 1992

Contract No. DTNH22-87-C-27169

Prepared for:

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Washington, D.C. 20590

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**TECHNICAL REPORT STANDARD TITLE PAGE**

1. Report No. 92-8	2. Government Accession No.	3. Recipient's Catalog No.
4. Title and Subtitle Calspan On-Site Alleged Inadvertent Air Bag Deployment Vehicle - 1990 Plymouth Acclaim Location - [REDACTED], GA		5. Report Date [REDACTED] 1992
7. Author(s) Accident Research Group		6. Performing Organization Code
9. Performing Organization Name and Address Transportation Sciences Center Accident Research Group Division of Arvin/Calspan [REDACTED], NY		8. Performing Organization Report No.
12. Sponsoring Agency Name and Address U.S. Department of Transportation National Highway Traffic Safety Administration Washington, D.C. 20590		10. Work Unit No. [REDACTED]
		11. Contract or Grant No. DTNH22-87-C-27169
		13. Type of Report and Period Covered Technical Report Incident Date [REDACTED]/92
15. Supplementary Notes On-site investigation of an alleged inadvertent air bag deployment in a 1990 Plymouth Acclaim.		
16. Abstract This on-site investigation focused on an owner/driver's report of an alleged inadvertent air bag deployment in a 1990 Plymouth Acclaim. She had purchased the vehicle new from a local dealership on [REDACTED] 1990. Prior to the purchase, the driver was advised by the dealer that the Plymouth Acclaim was involved in a side-swipe collision on [REDACTED] 1990. The air bag did not deploy (rearward force direction) and all damage was repaired by the dealer. The driver and her husband had driven the Plymouth Acclaim for approximately 31,000 miles since the purchase date and had no problems with the vehicle. On the evening of [REDACTED] 1990, the 34 year old female driver was returning to her residence and was traveling in the center lane of a six lane divided roadway at an estimated speed of 55-60 mph. As the vehicle was exiting a bridge (concrete to asphalt transition), the driver stated that the air bag deployed without impact. She reported hearing a loud bang and noted "dust" within the vehicle. She immediately braked to a near stop and realized that the bag had deployed. The driver pushed the bag to the side and continued to drive home. The following morning the driver called the dealer and reported the inadvertent deployment. The dealer assumed the deployment was crash related and quoted her a replacement cost of \$500.00. The driver contacted the zone service office who arranged an inspection of the vehicle. Following the inspection and a diagnostic test of the air bag system, the dealer and zone office concluded that the bag deployed as a result of a collision. Our inspection of the vehicle did not support a crash induced deployment.		
17. Key Words Alleged inadvertent deployment		18. Distribution Statement General Public
19. Security Classif. (of this report) Unclassified	20. Security Classif. (of this page) Unclassified	21. No. of Pages 58
		22. Price

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CALSPAN ON-SITE ALLEGED INADVERTENT AIR BAG DEPLOYMENT INVESTIGATION

CALSPAN CASE NO. 92-8

VEHICLE - 1990 PLYMOUTH ACCLAIM  
LOCATION - [REDACTED], GA

SUMMARY

This on-site investigation focused on an alleged inadvertent air bag deployment in a 1990 Plymouth Acclaim LX, 4 dr. sedan. The vehicle was manufactured in [REDACTED] and was identified by the following V.I.N.: 1P3XA7633LF[REDACTED]. The incident occurred on a six lane divided highway on [REDACTED] 1992, at [REDACTED] hours. The roadway consisted of three lanes in both the east and westbound directions of travel and was divided by a 6" curbed median that was 12' in width. The roadway was paved with asphalt that was in good condition with no potholes. The driver reported that the alleged inadvertent deployment occurred as the vehicle was crossing over a concrete surfaced bridge. The transition from the bridge to the asphalt roadway was extremely smooth with no expansion joints. This investigator observed 50+ vehicles override this point in the roadway. None of the vehicles bottomed or sustained any noticeable suspension compression from overriding the transitional area.

The 34 year old female driver and her husband had purchased the Plymouth Acclaim new from a local Chrysler/Plymouth dealer on [REDACTED] 1990. Prior to the purchase, the couple was informed by the dealer that the Acclaim had been involved in a minor sideswipe collision during a test drive on [REDACTED] 1990. The dealership assured the owners that the vehicle was properly repaired and was covered by the full new car warranty.

During the on-site investigation, the investigator visited the dealership and discussed the previous collision damage with the body shop manager. He stated that the vehicle sustained sideswipe damage to the left side and that it appeared to involve a rearward direction of force (i.e., 6-7 o'clock sector) since both vehicles were traveling in the same direction. The following day he located the file and facsimiled photographs and the repair order for the previous damage. The air bag did not deploy as a result of the crash which involved the left front fender, front bumper (displaced forward) and subsequent sideslap damage to the left front door and left rear quarter panel.

The driver and her husband have driven the vehicle extensively during the 18 months of ownership and have logged approximately 31,000 miles on the odometer up to the time of the alleged inadvertent deployment. They did not encounter any problems with the vehicle and were completely satisfied with its performance.

On the night of the alleged inadvertent deployment, the driver was enroute to her residence and was traveling in the center westbound lane at an estimated speed of 55-60 mph. She stated that the air bag warning light was not illuminated. The vehicle was traveling on a smooth asphalt road surface with a downgrade of approximately 2% as the driver approached a concrete surfaced bridge. The asphalt

was butted flush to the concrete bridge surface. At 30' inboard of the concrete bridge edges, a 2" wide form line was filled with tar. The joints were level with no protruding surfaces. At the center of the bridge was a steel expansion joint that was flush with the concrete surface. The driver stated that as the vehicle exited the bridge, the air bag system deployed. She was in a normal driving position with her right hand on the steering wheel and her left arm resting on the door armrest. The tilt wheel was adjusted to the mid point and her seat was adjusted to the middle position. The driver heard a loud bang as the air bag deployed. The expanding bag contacted the anterior aspect of her right wrist and forearm which displaced her right hand from the steering wheel rim. The driver stated that she sustained a superficial area of redness (burn or abrasion) to the dorsal aspect of her right hand. The injury was V-shaped and appeared one day post-deployment. The driver did not know if the injury occurred from the air bag or from contact with an interior component (i.e., rear view mirror).

The driver subsequently noted dust particles within the vehicle and initially thought she had struck the concrete bridge. She stated that the air bag deflated immediately and as she looked forward, she was still in the center travel lane. She immediately grabbed the steering wheel with her left hand and maintained control of the vehicle. The driver braked to a near stop, pushed the air bag between the module assembly and the steering wheel rim and continued to her residence without stopping. She stated that her face did not contact the deployed air bag.

The following morning [REDACTED] at [REDACTED] hours, the driver telephoned the service manager at the local dealership and reported that her air bag had malfunctioned and deployed without an impact. She assumed the replacement would be covered under warranty and was surprised when the service manager quoted her a replacement cost of \$500.00. The driver subsequently contacted [REDACTED] [REDACTED] who forwarded her complaint to a local representative at the [REDACTED].

The Plymouth Acclaim was inspected at the dealership on [REDACTED] by the body and service managers and also by the zone manager. They concluded that the vehicle had sustained impact damage to the bumper, bumper reinforcement, radiator core support, right front wheel, the right front inner fender, and to the windshield and that the damage was sufficient to deploy the air bag system.

The following day [REDACTED], the dealer tested the system diagnostics, using the DRBII tester. They reported that there were no stored faults that would indicate a problem in the system. The diagnostic indicated that the squib was open for 533 driving minutes since deployment. Chrysler subsequently recommended that the driver contact her insurance company for further information regarding the replacement of the air bag module. The driver denied that an impact occurred and refused to submit the claim to her insurance carrier. She folded the air bag into the module and continued to drive the vehicle when necessary. The driver contacted NHTSA and reported the inadvertent deployment.

The investigator from Calspan Corporation inspected the 1990 Plymouth Acclaim at the owner's residence on [REDACTED] 1992. At the time of our inspection, the vehicle's odometer reading was 34,863 miles. There was no visible damage to the grille, hood, or front fenders of the vehicle. All components were properly aligned with uniform spacing between the hood and fenders and fenders and doors. The hood and doors operated properly. There were two areas of damage to the windshield which appeared to be stone type chips. A chip was located .125" inboard of the right A-pillar and 6.25" above the base of the windshield. The outer pane of the laminated windshield was cracked in a semi-circular pattern. The crack originated at the chip and extended from the A-pillar horizontally 3" to the apex of the crack. The crack continued downward 6.25" to the base of the glass. The second chip was located 19.25" inboard of the right A-pillar and 3.125" above the base of the glass. There were no cracks extending from this chip. The windshield water mark was as follows:

SAFEGUARD



The front bumper facia did not yield evidence of impact (i.e., scratches, paint transfers, gouges, cracked license plate frame, etc.). The paint at the lower portion of the facia (painted gray) at the inboard edge of the driving lights was chipped from possible flexing of the lower center facia. A molded bracket on the lower facia was not attached to the bumper reinforcement bar. The paint on the top surface of the bumper facia right of center was peeling from the flexible material. The front bumper energy absorbing devices (EADs) were partially compressed at some point in time and returned to their original positions. The left EAD had compressed 0.25" while the right EAD compressed 0.4" (7/16"). The left driving lamp lens was broken; however, the owners stated that the lens was damaged by a stone approximately one year ago.

During our inspection of the vehicle, we drove the Plymouth Acclaim to a local service center where they put the vehicle on a lift for a thorough inspection of the undercarriage components. A flexible rubber splash shield was attached to the base of the radiator core support. The shield was not damaged; however, the lower edge of the shield was superficially abraded. The rear edge of the transaxle oil pan was also abraded with no deformation to the pan. Both the splash shield and the transaxle oil pan were probably damaged as the vehicle overrode a curb or a parking curb. The owners did not deny possible contact with a parking curb.

The front crossmember that was located rearward of the engine compartment was not damaged or abraded. A small tissue and hair deposit was noted to the leading edge of the crossmember 8" left of center. The deposits appeared to be fairly recent and probably occurred as the vehicle overrode a small animal. There was no visible damage or displacement of the undercarriage components that would have provided a sufficient longitudinal pulse ( $\Delta V \geq 12$  mph) required to deploy the driver air bag system.

The service center checked the 4-wheel alignment of the vehicle. All alignment measurements were within the acceptable limits with the exception of the camber adjustment at the right front wheel. The right front camber was  $-0.24^{\circ}$  out of alignment. A printout of the alignment is included as Attachment C. Both wheelbases were measured at 103.5"; however, the 1990 specifications list the original wheelbase at 103.3".

The dealership identified damage to the right front inner fender and to the right front alloy wheel. There was no visible damage to the inner fender area of the vehicle. The owner pointed to a tar-like transfer on the outer edge of the right front wheel which the dealer identified as damage. The transfer was superficial with no deformation or cracks to the alloy wheel. The center plastic dust caps were missing from the left front and right front wheels of the vehicle.

The radiator core support did not appear to be damaged as noted by the dealership during their inspection of the vehicle on [REDACTED] 1992. The upper edge of the core support was straight from fender to fender. The core support appeared to be properly aligned vertically on each side of the radiator. The air bag crash sensors were mounted to this section of the core support and both sensors were properly positioned both vertically and horizontally. There was no damage to the sensors or to the associated wiring or female connectors. The sensors were removed from the vehicle and shipped to NHTSA for additional inspection.

The air bag deployed properly from the module assembly. The module cover tore open in a H-configuration at the designated tear points. The bag was not damaged and was found neatly folded into the module cover. The air bag was identified by the following number sequence:



Based on our inspection of the 1990 Plymouth Acclaim, the front bumper did sustain a minor impact at some point in time to compress the energy absorbing devices .25" on the left and 0.4" on the right. This minor impact would not have resulted in a sufficient longitudinal deceleration that is necessary to deploy the air bag system. There was no other visible damage to the exterior or undercarriage components of the vehicle.

The section of roadway in the area of the alleged inadvertent deployment was in good condition with no defects or potholes. The transition points at the concrete bridge were smooth and flush with the asphalt road surface. It is extremely doubtful that the roadway could have contributed to the deployment of the air bag system.

The air bag crash sensors were removed from the vehicle and shipped to NHTSA for further inspection and calibration tests. Based on the inspection of the scene and vehicle, and statements from the driver, the air bag system either deployed inadvertently, or as a result of an extremely minor impact that was unknown to the driver.



Path Of Travel Of The 1990 Plymouth Acclaim.



Transition Point From The Asphalt Road Surface To The Concrete Bridge Surface.



Vehicle's Continued Path Of Travel.



2" Wide Pour Joint Near Beginning Of Bridge.



Expansion Joint At The Mid Bridge Area.



Vehicle's Trajectory To The Area Of The Alleged Inadvertent Deployment.



2" Wide Pour Joint In Concrete Surface Located 30' From End of Bridge.



Transition Point From The Concrete Bridge Surface To The Asphalt Road Surface.



Frontal View Of The 1990 Plymouth Acclaim.



Closeup View Of The Right Front Bumper Facia.



Closeup View Of The Left Front Bumper Facia.



Paint Peeling From The Top Surface (Horizontal) Of The Right Front Bumper Facia.



Top View Of The Left Front Bumper Facia.



Longitudinal View Of The Right Hood Edge Fender Spacing.



Spacing Between The Left Side Of The Hood And The Left Front Fender.



Left Front Three-Quarter View.



Perpendicular View Of The Left Front Fender.



Left Front Wheel.



Left Front Fender/Left Front Door Spacing.



Right Front Three-Quarter View.



Perpendicular View Of The Right Front Fender.



Dealer Documented Damage To The Right Front Wheel.



Spacing Between The Right Front Fender And Right Front Door.



Overall Right Side View.



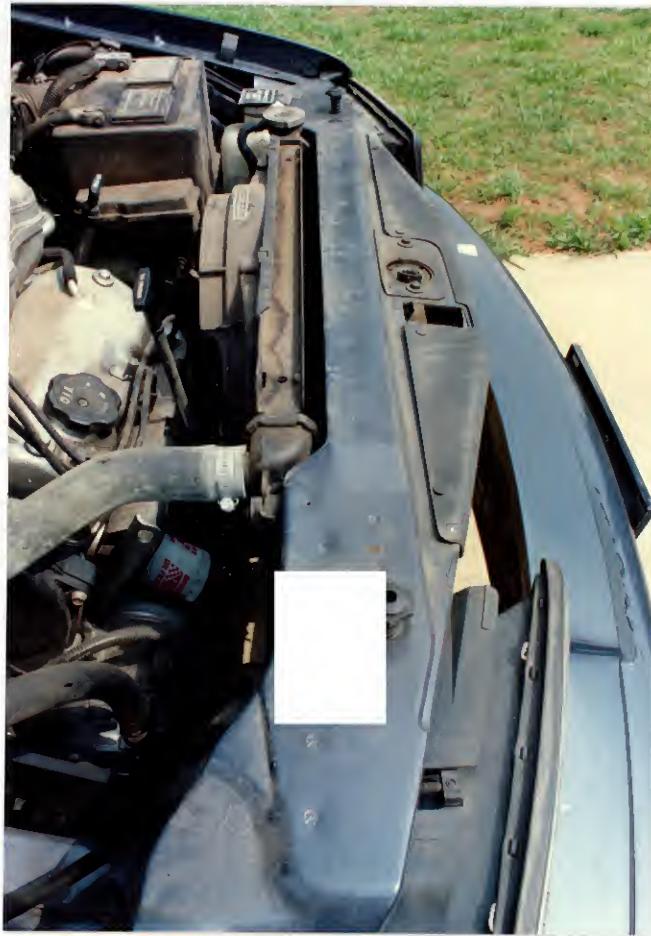
Crack To The Outer Pane Of The Windshield At The Lower Right Corner,  
Crack Appears To Originate From A Stone Chip Located 0.125" Inboard  
Of The Right A-Pillar.



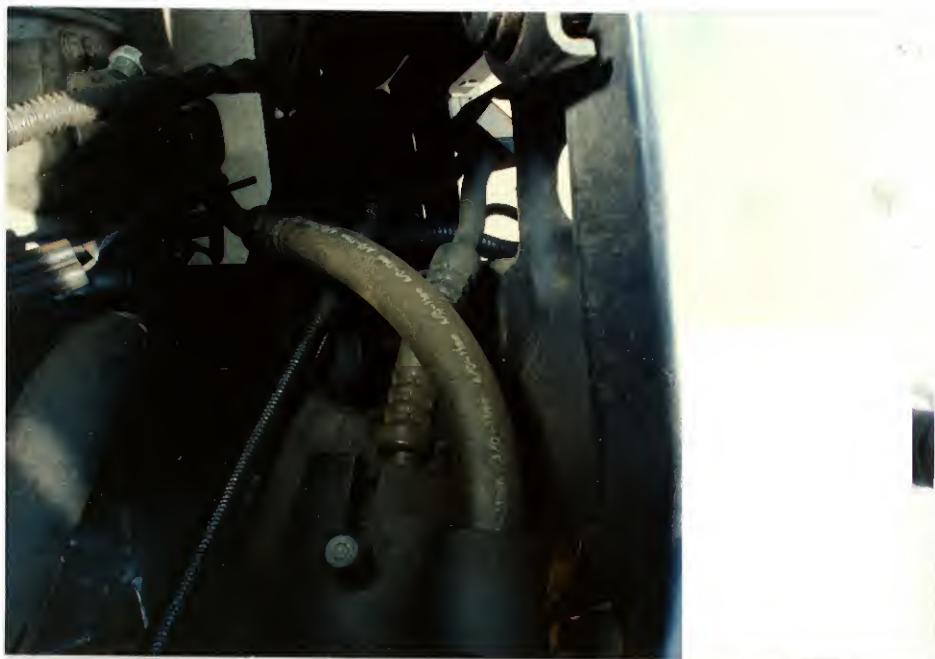
Another Stone Chip Near The Lower Center Portion Of The Windshield.



Overall View Of The Engine Compartment.



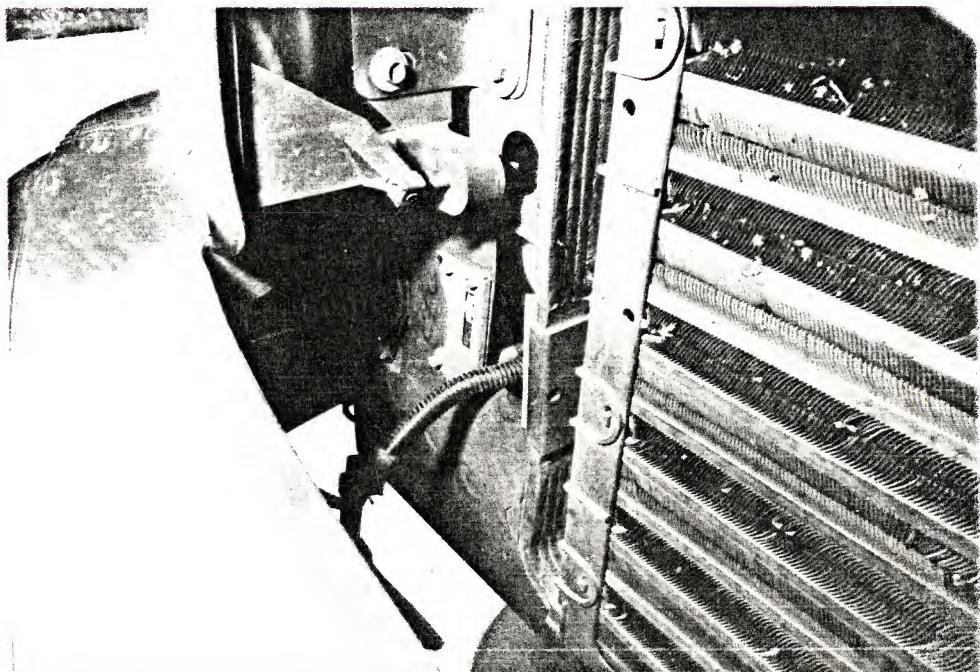
Perpendicular View Across The Upper Core Support.



Right Front Air Bag Crash Sensor (Under AC Hoses).



Left Front Air Bag Crash Sensor (Coolant Overflow Tank Removed).



Mounting Plate For The Right Air Bag Crash Sensor.



Mounting Plate For The Left Air Bag Crash Sensor.



Lower Bumper Facia And Driving Light Assemblies.



Closeup View Of The Right Lower Bumper Facia.



Left Lower Bumper Facia.



Perpendicular View Across The Right Side Of The Bumper Facia.



Perpendicular View Across The Left Side Of The Bumper Facia.



View Across The Facia And Lower Core Support.

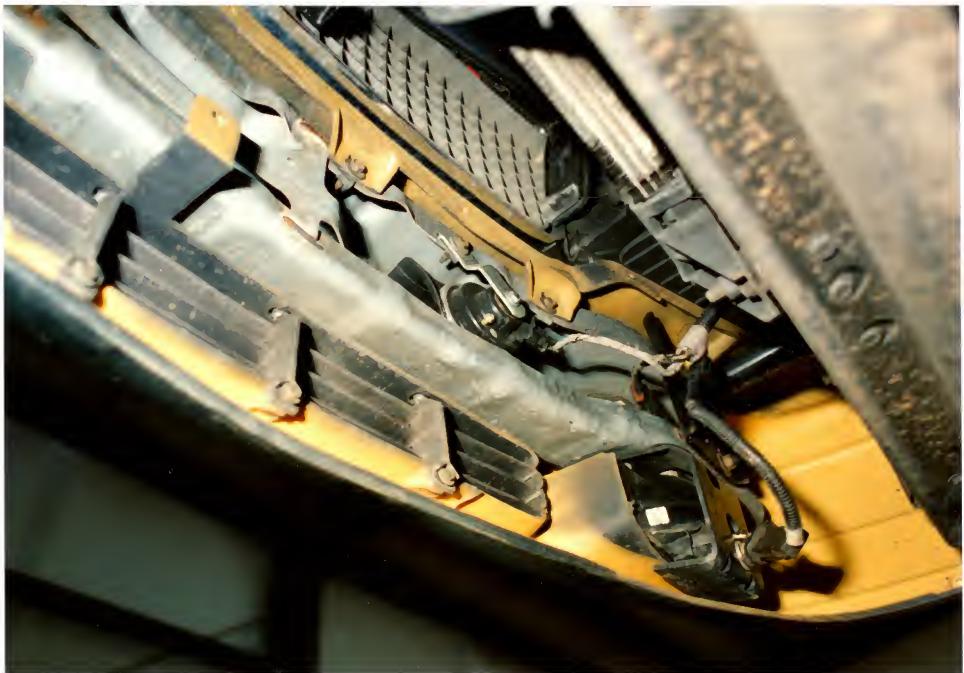


Similar View From The Left Side.

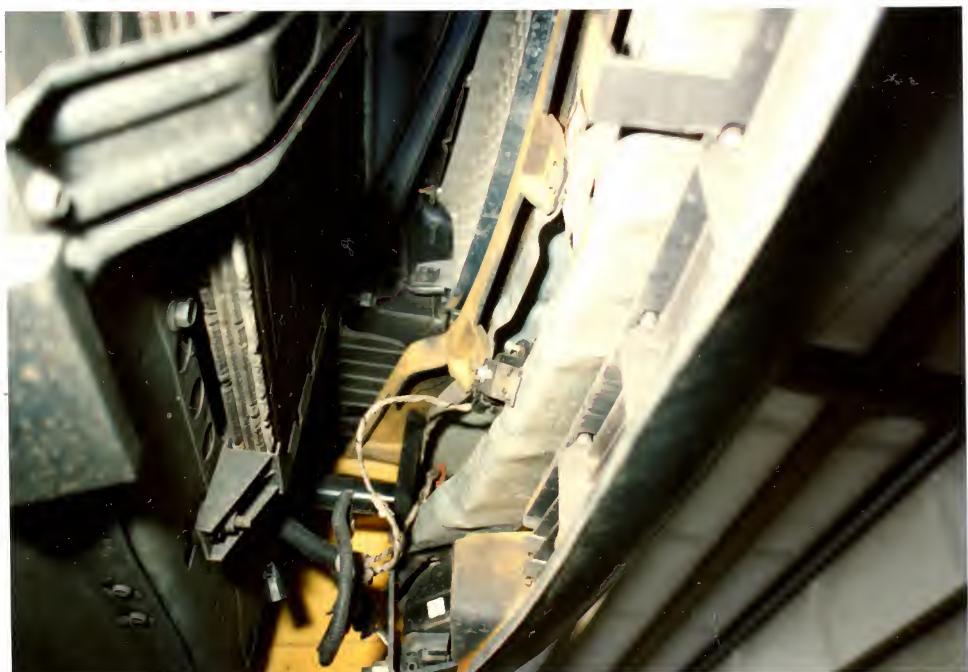


Center Support Bracket For The Lower Bumper Facia  
(Push Plug Missing, Bracket Not Attached To Bumper Rebar).

Right  
Side



Left  
Side



Views Of The Bumper Reinforcement Bar.



Right Front Bumper Energy Absorbing Device (EAD); 7/16" Of Compression And Return.



Left Front Bumper EAD; 1/4" Of Compression And Return.



Lower Core Support.



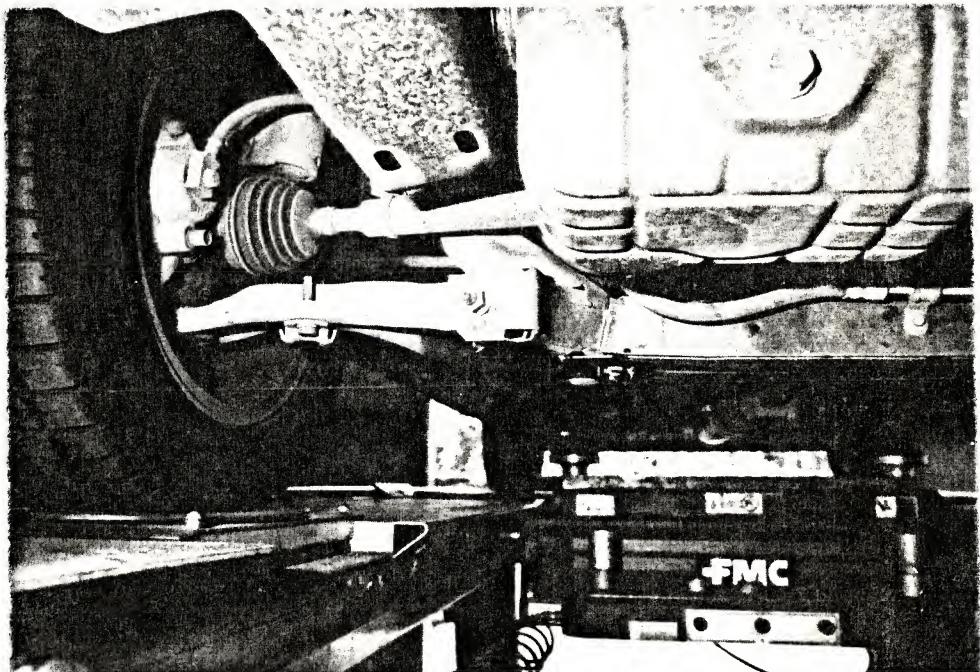
Closeup View Of The Right Side Of The Lower Core Support.



View Of The Splash Shield Attached To The Lower Core Support.



Overall View Of The Engine And Transaxle Oil Pans And The Crossmember.



Right Lower Control Arm.



Tissue And Hair  
On Crossmember

Left Lower Control Arm.



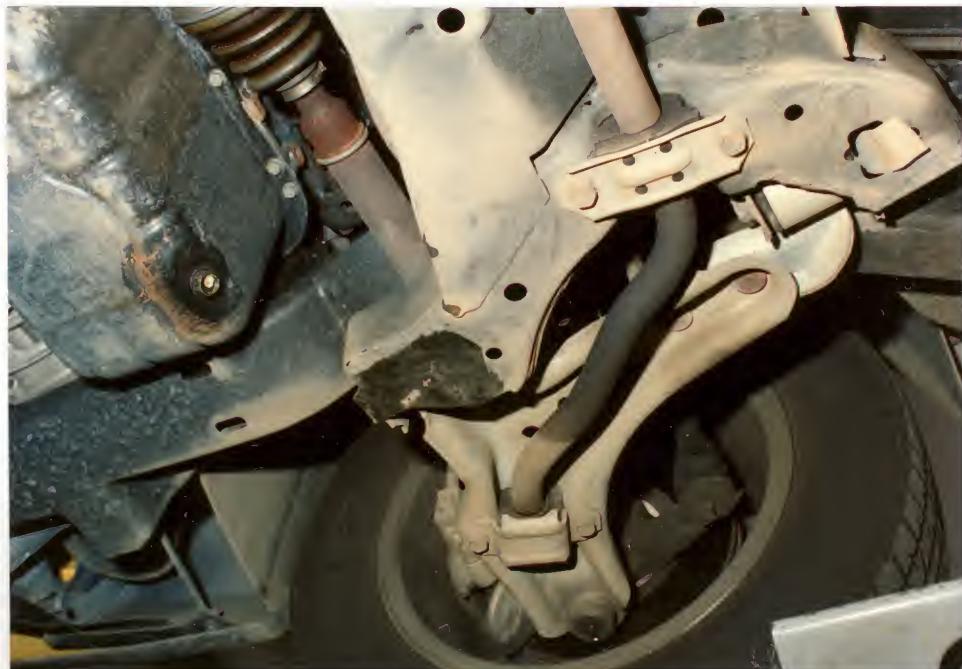
Right Front Drive Axle And Strut.



Left Front Drive Axle And Strut.



Right Side Of The Crossmember And Sway Bar.



Left Side Of The Crossmember And Sway Bar.



Rearward View Of The Crossmember.



View Looking Forward At The Drive Train And The Lower Core Support.



Forward Views Of The Lower Core Support.



Deployed Driver's Air Bag.



Air Bag Identification Numbers.

APPENDIX A

Chrysler Documentation

'92 9:23 FROM CHRYSLER SERVICE ENG

PAGE .002

## CONSUMER ASSISTANCE/INQUIRY REQUEST RECORD

SERVICE & PARTS OPERATIONS		CONSUMER ASSISTANCE/INQUIRY REQUEST RECORD									
1.C. SEQUENCE #	2.GOODID. 3 DMB	OPENING DATE 6 1992	ZONE 5	TYPE OF CHRYSLER F	F=PUBLIC	G=GOVT					
2.4.					F=FLEET	L=LEGAL					
3. TYPE OF CONTACT T=PHONE W=WALK-IN	L=LETTER R=REFERRAL	CONTACT DATE 6 1992	EXCL. REP.	DATE RECEIVED 6 1992	PREVIOUS FILE 41 Y	ALERT Y-YES N-NO	5. F-FIRE	R=RED			
4. TITLE OWNER'S FIRST NAME	5. M.I. LAST NAME						A=ACCIDENT	S=SAFETY			
6. ADDRESS	CHRYSLER'S REPRESENTATIVE COMPANY NAME REPRESENTATIVE COMPANY ADDRESS D.M. Only										
7. CITY	STATE	ZIP CODE	8. CITY	STATE	ZIP CODE						
9. HOME PHONE # 27 000 000-0000	BUSINESS PHONE #		10. OWNER'S FIRST NAME 33	M.I. 34	LAST NAME 35	PHONE # 36					
11. VEHICLE IDENTIFICATION NUMBER 13 1P3XA7633L	DELIVERY DATE 34 90	MILEAGE 35 31000	SELLING DEALER 36 CHRY-	CODE 37							
12. SERVICING DEALER CODE	COMBINATION INQUIRY OPENING & CLOSING CODES LETTER DATE LETTER DATE CHECK AMOUNT CATEGORY										
13. LETTER DATE 47	LETTER DATE 48	DATE 49	50	51							
14. REACTION 52	53	54	55	56							
15. READING DATE 57	CLOSER 58	ZONE APPROVAL 59	COULD THIS COMPLAINT HAVE BEEN PREVENTED? 59	RESPONSIBILITY 59	HANDLING 59						
16. CAUSES 60	A=APPOINTMENT 61	D=DESIGN 62	N=NO KNOWN FIX 63	O=PRODUCT QUALITY 64	TRANSIENT OWNER 65						
62 63	B=DEALER ATTITUDE 63	L=LOANER 64	O=OWNER EXPECTATIONS 65	P=SERVICE QUALITY 66							
	T=LACK OF TRAINING 64	P=PARTS 65	W=WARRANTY TERMS 66	R=SERVICE COST 67							
17. DATE	OWNER'S DESCRIPTION AND ACTIVITY RECORD ***** Alleged Inadvertent Air Bag Deployment *****										
	Date of incident 62 at 1 pm.										
	While traveling on interstate over "Bridge" air bag deployed as vehicle passed from bridge surface to road surface at 50mph.										
	O claims that she travels road each day.										
	Does not feel that there was sufficient reason for deployment.										
	Vehicle is currently at o's residence.										
	Pl's investigate, provide UVR w DRBII readings and photos.										

D.M. Inspected - Core Support Bent  
From impact. - D.M. Declined warranty  
Owner advised to contact insurance.

Part Squib Anal open 533 minutes.  
Squib Initiator open 553 minutes

FROM [REDACTED]

ENG

PAGE 003

*Close file*

1992

Dear [REDACTED]

We have received an inquiry from our [REDACTED] Office concerning your vehicle.

We have forwarded information to [REDACTED] our Service and Parts District Manager in your area who will contact you and assist with any unresolved parts or service repair condition.

If you are not satisfied with the handling of your complaint, please call our office at [REDACTED]

We are anxious to have owners of our products completely satisfied and regret you have encountered difficulties.

Sincerely,

  
GCC/gmm

cc: [REDACTED]

DEALER NAME, ADDRESS, CODE (1)

## UNIVERSAL VEHICLE REPORT FORM

VEHICLE IDENTIFICATION NUMBER (2)

1P3XA7633D [REDACTED]

CPD  
GA

ZONE	DEALER CODE
[REDACTED]	[REDACTED]

TRANSPORT CO 90	MAKE (4) Plymouth	MODEL (5) Acclaim
OWNER (6) OR CARRIER (7)	NAME/DEL CARRIER [REDACTED]	
LOC. OF VEHICLE	ADDRESS/LOCATION [REDACTED]	
	CITY [REDACTED]	STATE [REDACTED]
	ZIP [REDACTED]	

DATE OF INSPECTION (8)

92

V.O.I./S.O. NO. (9)

NO EXCEPTIONS	15 CHIPPED	10 STAINED OR SOILED - INTERIOR	14 DENTED	23 GLASS SCRATCHED	34 CHIPPED PANEL EDGE
11 BENT	16 BROKEN	11 PUNCTURED	20 GLASS CRACKED	35 INCORRECT PART/OPTION	
12 CRACKED	17 SOILED	12 SCRATCHED	21 GLASS BROKEN	36 DECAL/PAINT STRIPE DAMAGE	
13 CUT	18 MISSING	13 DORN	22 GLASS CHIPPED	37 HARDWARE - EXTERIOR DAMAGED	
24 DENTED	19 SCRUFFED		25 FLUID SPILLAGE - EXTERIOR	38 HARDWARE - EXTERIOR LOOSE MISSING	

DLY/RV RCP/ITC/R NO. (10)

DAMAGE CLASS: (11)  
(CHECK ONE) BELL COMPANY USE/  
AUCTION DONATE SCRAP

AREA	FRONT	REAR	S	AREA	FRONT	REAR	S	AREA	FRONT	REAR	S	AREA	FRONT	REAR	S
ANTENNA	101			DOOR CARGO SLIDING SIDE	108			HEADLINER	26			*RADIATOR	38		
BATTERY	02			ENGINE COMPARTMENT	109			HEAD PANEL MOULDING	23			RAOD TAPE/CR	33		
BUMPER	03	04		*FENDER	15	16	17	HOOD	27			REAR END PANEL	34		
CHASSIS GUARD/STRAP	05	06		FILLER ABOVE BUMPER	47			JACK ACTION HANDLE	34			ROOF RAIL	38	39	
CHIM LIGHTER	67			FLOOR MATE	18	19		WHEEL	39			ROOF	37		
*CARPET	08	09		GASCAP	81			MIRROR O/S	30	31		HUNTING BOARD	38	39	
CAB PANEL	15	16	17	GAS TANK	44			MIRROR RS	29			SPARE TIRE AND WHEEL	40		
CENTER MUSI	70	70		GLASS	20	21		MOULDINGS				SPLASH PANEL	42	43	
COWL	80			GLASS DOOR				PARK LIGHT				SURROGAT T-TOP	38		
DEFLECTOR/ SPOILER		04		GLASS QUARTER				PART BOX INSIDE	6			SEAT	34	35	
DOOR	10	12	11	13	*DRILLE	22		PART BOX OUT	16	17		TAIL LIGHT/ RIM	44		
DOOR CARGO	06	07		HEADLIGHT	24	25		WHEEL	70	70		WIPERS	50		
				3. MM				WHL. BASE				WHL. BASE			

DESCRIPTION OF (12)

MECH. FAILURE (13)  
 QUALITY REPORT  
 COMPLAINT  
 MAJOR DAMAGE  
 NON-MAJOR DAMAGE  
 OTHER

(NOTE: IF PRIOR  
REPAIRS, DESCRIBE.)

DM inspected vehicle: impact damage to bumper, bumper reinforcement.

windshield cracked, damage to r.f. wheel, right inner fender.

Air bag deployed, customer claims no impact, vehicle evidence shows otherwise.

FAULT - (Squib) OPEN 533 Minutes  
(Initiator) DRB IT READINGS.

ACTION/RECOMMENDATION (NOTE: Indicate who was responsible for repair - if known) (14)

DEALER  VENDOR  FACTORY  UNABLE TO DETERMINE  
 CARRIER  SUBLET  OTHER

REPAIR EST. #

Denied assistance; impact evidence. Customer dissatisfied, will go further.

CONTACTED BY: (15)

VEHICLE TESTED WITH OWNER: (17)

BEFORE  
REPAIRS  AFTER  
REPAIRS  NEITHER

IF CORRECTIVE REPAIRS WERE (18)

COMPLETED -  
DATE

BE SURE TO DESCRIBE ABOVE:

- ANY PREVIOUS CORRESPONDENCE
- ANY OWNER DISSATISFACTION

SELLING DEALER - IF DIFFERENT FROM ABOVE: (20)

CHRYSLER REP. SIGNATURE &amp; ZONE (21)

(61)

CARRIER/WITNESS SIGNATURE &amp; DATE (22)

DISTRIBUTION: COPY 1, 2 - S & P DIVISION OFFICE (MA ZONE)  
3 - ZONE OFFICE  
4 - METROPOLITAN'S FILESEE REVERSE SIDE  
INSTRUCTIONS  
PLANT CODES  
MAJOR DAMAGE DEF.

COPY:

# LEGAL FILE

1992

RE: V.I.N.: 1P3XA763

Dear [REDACTED]

This will acknowledge and respond to your inquiry initiated on [REDACTED] 1992, regarding the deployment of the air bag on your 1990 Plymouth Acclaim.

A thorough review of the incident and an inspection of the vehicle was performed. It was concluded that evidence of force sufficient to deploy the air bag was noted in the area of the radiator core support. This is the area where two of the three impact sensors are placed. The stored codes in the diagnostic module indicates that the air bag deployed 533 driving minutes prior to the inspection. There were no stored or active fault codes present that would indicate a problem with the system.

Therefore, we must conclude that the threshold for deployment had occurred and the system operated consistent with its design. It is, therefore, our suggestion that you contact your insurance company for further information regarding the replacement of this unit.

Thank you for this opportunity to review this matter with you.

Sincerely,

/blw

RECEIVED

1992

OWNER RELATIONS

92 16:08 FROM 4 B-CNTRLN-OWNER RLTN  
CUSTOMER RELATIONS CAIR CLAIM

PAGE.002

PAGE 1

SEQ # CC OPEN/DATE ZONE OPEN/TYPE CONT/TYPE CONT/DATE EXEC DAT/RCD PREV AL  
DMB 92 61 L L 92 92 Y S  
TITLE FIRST NAME MI LAST NAME \*OWNERS REPRESENTATIVE - COMPANY NAME  
OWNERS ADDRESS \*REPRESENTATIVE- COMPANY ADDRESS  
CITY ST ZIP CODE \*CITY ST ZIP CODE  
HOME PHONE BUSINESS PHONE \*TITLE FI MI LAST NAME PHONE  
VEHICLE IDEN # DEL DATE MILEAGE -SELL DLR/ZIPCD CODE -SERVC DLR/ZIPCD CODE  
1P3XA7633L 90 31000 CHRY-  
INQUIRY CODES FORM LTR DATE FORM LTR DATE CHK AMT CAT  
LEGAL 000000 000000  
DIST CONT DATE CONCLUSION REACTION HANDLING CLOSING DATE CLOSER  
B C D T SGB  
PREVENTABLE RESPONSIBILITY CAUSES TRANSIENT TO ZONE SAMPLE NARR ST  
N O O N 20 P

NARRATIVE FOR CAIR:

\*\*\*\*\* Alleged Inadvertent Air Bag Deployment \*\*\*\*\*

Date of incident 92 at 8pm.

While traveling on over Bridge' air bag deployed as vehicle passed from bridge surface to road surface at 50mph.

O claims that she travels road each day.

Does not feel that there was sufficient reason for deployment.

Vehicle is currently at o's residence.

PL's investigate, provide UVR w DRBII readings and photos.

zone spoke with owner to ask. open cair. owner claims the air bag deployed without any contact made to the vehicle. zone advised the owner a d.m. would contact and arrange for an inspection. sgb

O - O recontacts SI (NOR). Alleges that inspection took place

on 92, however, DRB II readings were not taken. Owner is correct in insisting that these readings should be taken. dmb d.m. inspected vehicle and found the rad. core support to show signs of being contacted to the degree to cause the air bag to deploy uvr was completed and to be sent to the zone.

dealer performed drb readings and indicated that the squib initiator was open 533 min. sgb

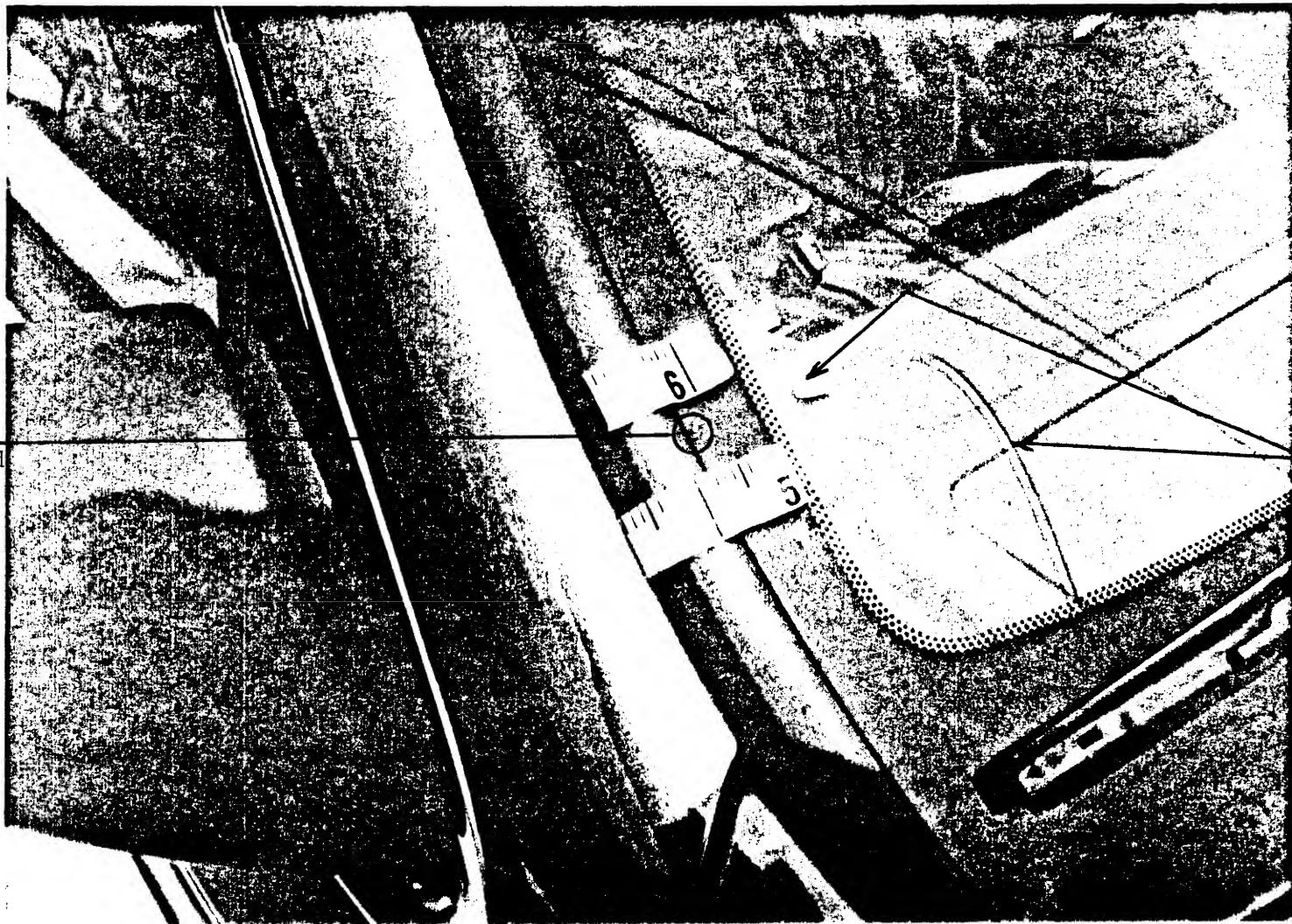
- Confirming letter sent to from DMB. dmb

\*\*\*\*\* END OF REPORT \*\*\*\*\*

APPENDIX B

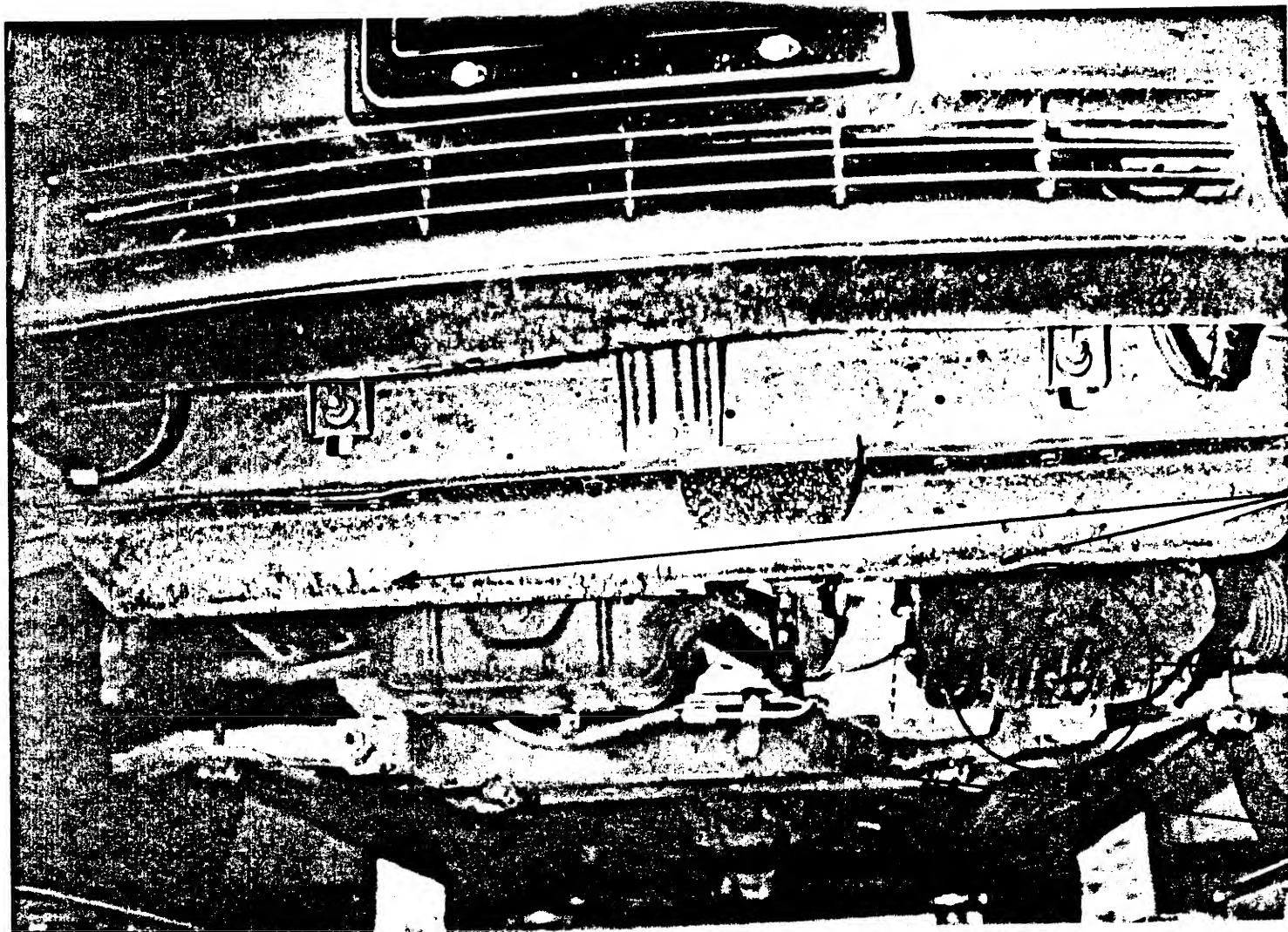
Vehicle Damage Schematics





Apparent stone  
chip to windshield

Crack to  
outer pane of  
glass, orig-  
inates at chip



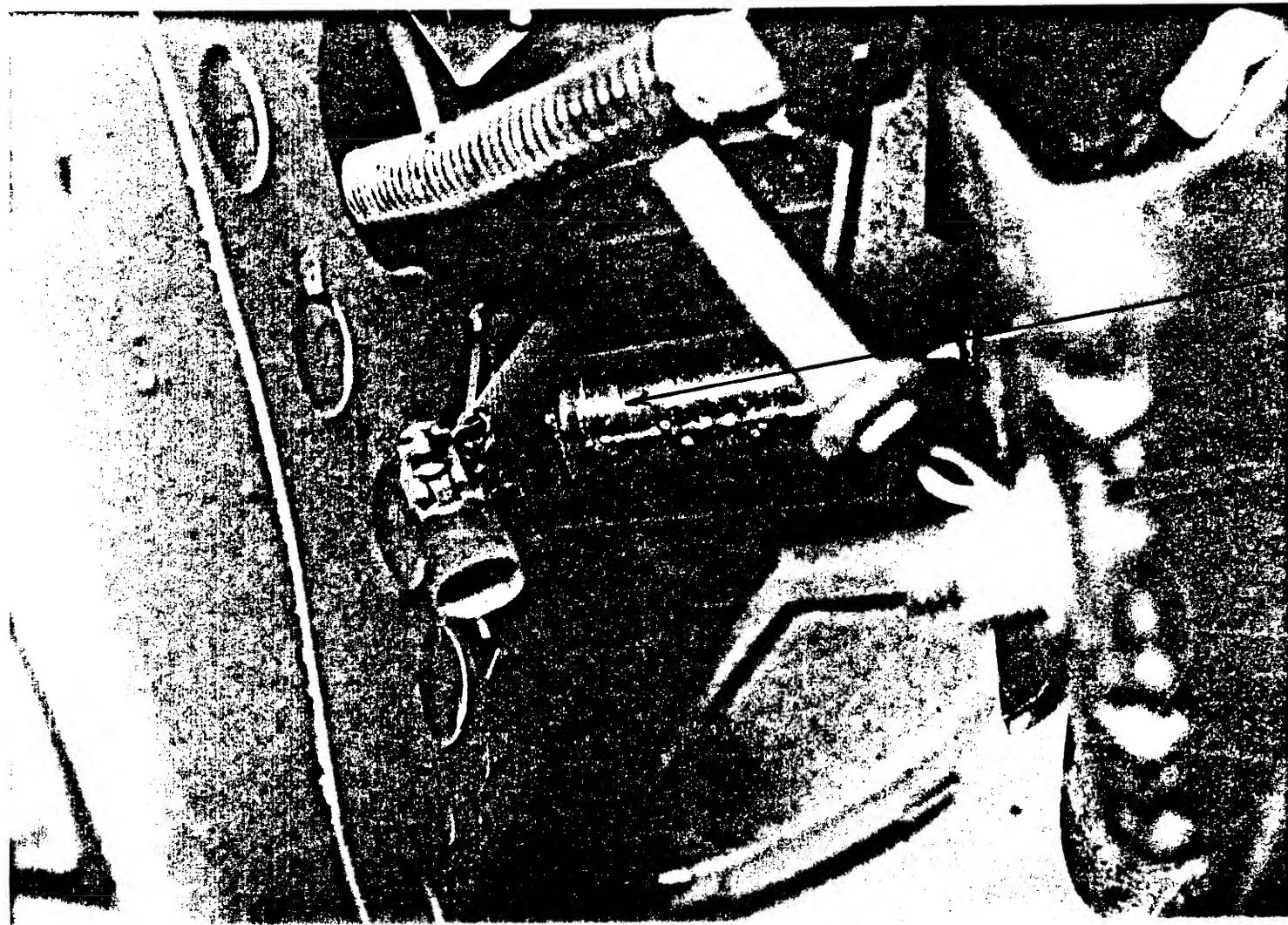
Abrasions to  
splash shield

Abrasions to  
transaxle oil  
pan

Tissue and hair  
deposit, appears  
to be recent



Right front bumper  
EAD stroked 7/16",  
returned to original position



Left front bumper  
EAD stroked .25",  
returned to  
original position

## APPENDIX C

### Wheel Alignment Results

F  
[REDACTED] TIRE SERVICE  
ROUTE [REDACTED] BOX [REDACTED]  
[REDACTED] GA. [REDACTED]

DATE:

92

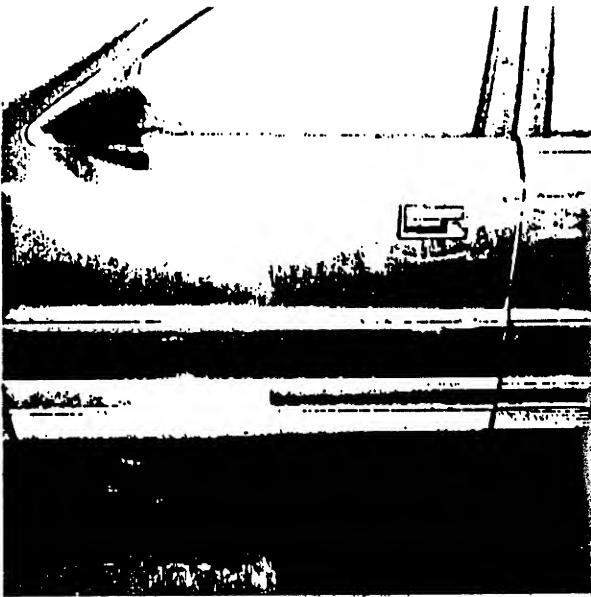
ALIGNMENT RESULTS

	LEFT FRONT				RIGHT FRONT			
	SPECIFICATIONS		READINGS		SPECIFICATIONS		READINGS	
	MIN	MAX	INITIAL	FINAL	MIN	MAX	INITIAL	FINAL
CASTER	+0.20	+2.20	*N/M*	*N/M*	+0.20	+2.20	*N/M*	*N/M*
CAMBER	-0.20	+0.80	*N/M*	*N/M*	-0.20	+0.80	*N/M*	*N/M*
TOE	0	+1/16	*N/M*	*N/M*	0	+1/16	*N/M*	*N/M*
SAI	+13.00		*N/M*	*N/M*	+13.00		*N/M*	*N/M*
INC. ANGLE	*N/S*	*N/S*	*N/M*	*N/M*	*N/S*	*N/S*	*N/M*	*N/M*
CAMBER	LEFT REAR				RIGHT REAR			
	-1.00	0.00	*N/M*	*N/M*	-1.00	0.00	*N/M*	*N/M*
	-1/16	+1/16	*N/M*	*N/M*	-1/16	+1/16	*N/M*	*N/M*
TOTAL TOE	FRONT				REAR			
	SPECIFICATIONS		READINGS		SPECIFICATIONS		READINGS	
	MIN	MAX	INITIAL	FINAL	MIN	MAX	INITIAL	FINAL
SETBACK	0	+1/8	*N/M*	*N/M*	0	+1/8	*N/M*	*N/M*
THRUST ANGLE	-----	-----	-----	-----	0.00	0.00	*N/M*	*N/M*

\*\*\*\*\*
\*  
\*        ALIGNMENT MEASUREMENTS            SI    \*  
\*        -----  
\*  
\*    FRONT CASTER            +1.92            +1.24    \*  
\*    CAMBER                +0.36            -0.44    \*  
\*    TOE                +1/32            +1/16    \*  
\*    TOTAL TOE                +3/32            \*  
\*    SETBACK                \*N/M\*            \*N/M\*    \*  
\*    SAI                \*N/M\*            \*N/M\*    \*  
\*    INCL ANGLE            \*N/M\*            \*N/M\*    \*  
\*  
\*    REAR    CAMBER            -0.64            -0.96    \*  
\*    TOE                -1/16            +1/16    \*  
\*    TOTAL TOE                +1/32            \*  
\*    THRUST ANGLE            -0.12            \*  
\*    MENU    - C - RE-MEASURE CASTER        \*  
\*  
\*\*\*\*\*

APPENDIX D

Previous Accident Data



**CHRYSLER**  
**Plymouth**

**CHRYSLER-PLYMOUTH**

**GEORGIA**  
"Where Customers Send Their Friends"®

RETAIL -  
WHOLESALE -  
GA WATTS LINE -  
MON-FRI 7:30 AM TO 6:00 PM

**PARTS FOR:**  
**CHRYSLER**  
**PLYMOUTH**  
**DODGE**  
**DODGE-TRUCKS**  
**JEEP**  
**EAGLE**

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
--------------	----------------	--------------	--------------	----------------

1990  
SOLD  
TO  
090 ACCLIAM  
ACCOUNT NO. [REDACTED]

SHIP  
TO

PAGE 1 OF 1

SHIP VIA	SLSM.	B/L NO.	TERMS	FOB POINT
			BODY SHOP	GA
			DESCRIPTION	DESCRIPTION
1	1	04451606	FASCIA	295.00
1	1	04451274	ABSORBER	19.50
1	1	05263418	REINFOR	67.00
1	1	04451614	STRIP	17.50
1	1	04451615	STRIP	17.50
1	1	04399613	LAMP	27.00
1	1	04E87HD2	MLDG	70.00
1	1	04386327	SHIELD	17.00
1	1	0X661HC7	MLDG	1.85
1	1	04E89HD2	MLDG	67.00
1	1	04411947	FENDER	245.00
1	1	0X662HC7	MLDG	7.00
1	1	0X665HC7	MLDG	5.50
3	3	04515325	CLIP	1.25
1	1	04396201	PANEL	145.00
2	2	06033376	CLIP	0.60
1	1	04451977	RETAINER	15.00
1	1	04388557	ADAPTER	29.00

\*\*\*\*\*THANK YOU FOR\*\*\*\*\*

\*\*\*\*\*YOUR\*\*\*\*\*

\*\*\*\*\*BUSINESS\*\*\*\*\*

\*\*\*\*\*

\*\*\*\*\*

CUSTOMER'S SIGNATURE:

PAINTS	1,050.80
SUBLET	0.00
FREIGHT	0.00
SALES TAX	0.00
<b>TOTAL</b>	<b>\$ 1,050.80</b>

Any warranties on the products sold hereby are those made by the manufacturer. The Seller, CHRYSLER-PLYMOUTH, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and assumes no responsibility for any damage or injury resulting from the use of any of the products. The Seller, CHRYSLER-PLYMOUTH, neither endorses nor authorizes any other person to assume for it any liability in connection with the sale of said products.

AI LOG NO 00000000000000000000000000000000

INSURER: [REDACTED] MEMBERS EXT. 212

COMPANY  
INSURED  
LOSS DATEINSP DATE 1/90  
ESTIMATORLOCATED BY [REDACTED]  
TIME ADJ.SHOP [REDACTED] CLEVELAND  
ADDRESS [REDACTED]  
CITY STATE [REDACTED] OH.  
ZIP [REDACTED]NAME [REDACTED]  
ADDRESS [REDACTED]  
CITY STATE [REDACTED]  
ZIP [REDACTED]LICN [REDACTED] DEALER TAG  
ENG/COLOR BLUE  
CONDITION GOOD[REDACTED] [REDACTED]  
[REDACTED] [REDACTED]  
[REDACTED] [REDACTED]

E=NEW PART R=QUALITY REPL PART L=PART IN USE P=CHECK  
 I=REPAIR/ALIGN/SUBLET L=PART IN USE DURING REPAIR/OPERATION  
 TE=PART/PARTIAL REPLACE L=PART IN USE DURING REPAIR/OPERATION  
 AA=APPEARANCE ALLOWANCE P=CHECK DURING REPAIR/OPERATION  
 PRIOR DAMAGE

OLD DAMAGE-NONE VISIBLE.

VEHICLE IS ACTUALLY A '90 MODEL. FOR REPAIRS SEE ADJ. AT 56.  
REINSPECTED AT [REDACTED] CHRY HLR.

1989 PLYMOUTH ACCORD LX 4 DOOR SEDAN [REDACTED] 100.00

OPTIONS: POWER DOOR LOCKS  
HEATED REAR WINDOW  
AIR CONDITIONING[REDACTED]  
[REDACTED]  
[REDACTED]

OP GDE	HC	DESCRIPTION	QTY	UNIT	PRICE	AJ%	HOURS R
E 006		COVER,FRT BUMPER	1	450.00	450.00		2.21
L 006		COVER,FRT BUMPER	1	450.00	450.00		2.04
E 012		AB5,FRONT ENERGY	1	100.00	100.00		1.31
E 014		MLDG,FRT BUMPER COVER	1	20.00	20.00		1
E 015		MLDG,FRT BUMPER COVER	1	20.00	20.00		1
E 027		REINF,FRT BUMPER COVER	1	20.00	20.00		1

E	041	SEAL, HEADLAMP	1.00	.50	.61
E	050	LAMP, SIDE MARKER	1.00	.50	1
E	052	HEADLAMP ASSY	1.00	.50	1
E	075	FAIR, RAD. SOFT	1.00	.50	2.5*1
E	075	FAIR, RAD. SOFT	1.00	.50	1.2*4
E	103	FENDER, FRONT	1.00	.50	2.2*1
E	103	FENDER, FRONT	1.00	.50	2.8*4
E	113	SKIRT, INR FENDER	1.00	.50	.31
E	124	NAMEPLATE, FENDER	1.00	.50	.21
E	132	01 ML DG, FENDER UPR	1.00	.85	.21
E	139	ML DG, WHEEL UPNG	1.75	1.00	.31
E	209	PNL, FR. DOOR UTR	1.00	.50	S 5.5*1
E	209	PNL, FR. DOOR QTR	1.00	.50	1.8*4
E	211	MIRROR, OUTER R. C.	1.00	.50	.61
E	216	01 HANDLE, FR. DS. UTR	1.00	.50	S .61
E	248	01 ML DG, FR. DR. QTR	1.00	.50	.31
E	250	ML DG, FR. DR. LWR	1.00	.50	.31
E	287	DOOR SHELL, REAR	1.00	.50	S 1.0*1
E	289	PNL, RR. DOOR UTR	1.00	.50	S 7.2*1
E	289	PNL, RR. DOOR QTR	1.00	.50	2.2*4
E	291	ML DG, FR. DR UPR	1.00	.50	.31
E	293	ML DG, FR. DR LWR	1.00	.50	.31
E	385	ML DG, DR. WHL. QTR	1.00	.50	.31
I	389	PAVIL, QUARTER	1.00	.50	12.0*1
I	382	PAVIL, QUARTER	1.00	.50	2.1*4
I	391	PAVIL, QUARTER INR	1.00	.50	1.5*1
I	973	HEADLAMP ALN	1.00	.50	.52
L	M01	CLEAR, COAT	1.00	.50	3.5*4
I	M40	FRAME SIDEWAYS FRM.	1.00	.50	4.0*3
EC		LF. DOOR EDGE GUARD, SIDE	0.00	0.00	
N		LF. DOOR EDGE GUARD, R. SIDE	0.00	0.00	
L		STRIPES	1.00	.50	1.5*4
EC		FLEX, ARMNT	1.00	.50	
I		SET, DR.	1.00	.50	4.0*1
L		THREE, TUNE	1.00	.50	1.0*4
E		CLIPS	1.00	.50	
I		FRONT, MISC ALIGN	1.00	.50	
I		UNDERCOATING, SUR	1.00	.50	

46 ITEMS

ME. MESSAGE

01 CALL DEALER FOR FRM. SIDE GUARD

FINAL CALCULATIONS & ENTRIES

GROSS PARTS	1.00	1.00	
ADJUSTMENTS	1.00	1.00	
OTHER PARTS	1.00	1.00	
PAINT MATERIAL	1.00	1.00	
PARTS TOTAL	1.00	1.00	
TAX ON PARTS & MATERIAL	1.00	1.00	

LABOR	AMT	DESCRIPTION	AMT	AMT
1-SHEET METAL	24.00		1.00	.60
2-MECH/ELEC	24.00		1.00	.60
3-FRAME	36.00		1.00	.60

No Discount

Body Frame 5-8 4-7-97-1992

4-REFINISH	24.00	
5-PAINT MATERIAL	14.00	
<b>LABOR TOTAL</b>		<b>100.00</b>
TAX ON LABOR		42.00
SUBLET REPAIRS		
TOWING & STORAGE		
<b>CROSS TOTAL</b>		<b>142.00</b>
LESS: DEDUCTIBLE		
<b>NET TOTAL</b>		<b>100.00</b>
LESS: ORIGINAL NET TOTAL		
<b>NET SUPPLEMENT TOTAL</b>		<b>100.00</b>

ADMISSIONATE A1 U.S. AIR FORCE AIRPORT 17 APR 1990  
P/N:HN/00/00/00 LHM/90/00/00

THIS IS NOT AN AUTHORIZATION TO PAY.  
ATTENTION - PRESENT THIS TO THE REPAIRS DEPARTMENT WHEN REPAIRS BEGIN.  
ANY SUPPLEMENTAL REPAIRS OR REBATES WILL BE MADE THROUGH THE SAME AIRPORT  
REPRESENTATIVE. REPAIRS WILL BE MADE THROUGH THE SAME AIRPORT

18.1 Paint

~~5.8 Frame~~  
~~53.4 Body~~  
~~59.2~~  
~~25.0 Rd 4.35~~  
~~25.0 Rd 5.16~~  
~~92 47~~